

ABSTRACT

The present invention provides an information service method, an information service system and a system component thereof, allowing users to purchase products with high reliability or credibility on a network. A user 101 checks a home page provided by an information provider 102 to input orders for a product for purchase and an investigation of the product. The information provider 102 receives identification information of the user/product and information of the order for the investigation, and then stores them in a database 102e with a certain association therebetween. According to the received investigation order, an investigation-instructing mechanism 102e sends an investigation agent 105a to a real store 104 to investigate the requested product. The investigation agent 105a reports a result of the investigation to a result-judging mechanism 102e. Then, information about the investigation result is transmitted from the information provider 102 to the user 101 via the Internet 103. The information provider 102 awaits a decision of the user on purchase of the product.